

Dear Karleen Jackson, PhD,  
Commissioner, DHSS,

November 21, 2007

As required, before asking the Ombudsman's Office for assistance we are appealing DHSS/ Behavioral Health's decision not to answer the following two questions.

1. Does Providence Hospital's (Anchorage) single point of entry for psychiatric patients have to abide by and comply with AS47.30.847 (Psychiatric patients' grievance procedure statute).
2. Does Providence Hospital's (Anchorage) single point of entry for psychiatric patients have to follow Behavioral Health's 4 pages of requirements for grantee grievance procedures.

I filed a grievance with Providence. Their attorney stated Providence's single point of entry does not have to follow AS47.30.847 and does not have to allow patients an appeal process when filing a grievance and also does not have to give a written copy of the grievance procedure to patients.

Please answer my request for information within ten days. (Don't confuse the single point of entry with the crisis treatment center.)

Thank you,

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*Faith Myers*  
*Dorrance Collins*

Cc: State Ombudsman's Office  
Sen. Bettye Davis  
Trust Authority  
AMHB  
Disability Law  
Psych/Rights  
Open letter